

**EXCEPTION**

**EXCEPTION 54**  
BellSouth Florida OSS Testing Evaluation

---

Date: May 3, 2001**EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

**Exception:**

**KPMG Consulting has not received timely mechanized rejects from BellSouth's Telecommunications Access Gateway (TAG) interface. (TVV1)**

**Background:**

According to Ordering measure O-6 Reject Interval, of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return  $\geq 97\%$  mechanized rejects to CLECs within 1 hour of a local service request.

**Issue:**

During the production test of the TAG interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The following are the mechanized reject timeliness results as of April 23, 2001 for mechanized rejects received via the TAG interface.

$\leq 1$ hrs	$>1$ and $\leq 2$ hrs	$\geq 2$ and $<4$ hrs	$\geq 4$ and $<12$ hrs	$\geq 12$ and $<24$ hrs	$\geq 24$ and $<48$ hrs	$\geq 48$ and $<72$ hrs	$\geq 72$ hrs	Total
78	5	2	5	26	26	1	0	143

Following is an example of PONs which did not receive a mechanized reject from BellSouth within one hour:

PON	Ver	CC	LSR Sent	CLR Received
001051FPTJ100027	03	9990	4/16/01 1:17 PM	4/18/01 3:17 PM
010011FPTN100013	00	9993	4/16/01 4:13 PM	4/18/01 3:48 PM

---

<sup>1</sup> BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

**EXCEPTION 54**  
BellSouth Florida OSS Testing Evaluation

PON	Ver	CC	LSR Sent	CLR Received
022011FPTJ101016	00	9993	3/30/01 3:57 PM	4/1/01 3:23 PM
010021FPTN100004	00	9993	4/16/01 4:25 PM	4/18/01 3:48 PM
010011FPTN100014	00	9993	4/16/01 4:15 PM	4/18/01 3:19 PM
002121FPTJ100010	00	9990	3/13/01 3:24 PM	3/15/01 9:18 AM
020011FPTN100012	00	9990	3/13/01 5:17 PM	3/15/01 10:52 AM
002151FPTJ100010	00	9990	3/13/01 5:17 PM	3/15/01 10:51 AM
020011FPTN100011	00	9990	3/13/01 5:17 PM	3/15/01 10:51 AM
016061FPTJ100003	02	9993	4/17/01 12:38 PM	4/18/01 7:46 PM

**Impact:**

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

## FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 54



Florida OSS Test  
Exception #54

Date: May 4, 2001

### EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

#### Exception:

**KPMG Consulting has not received timely mechanized rejects from BellSouth's Telecommunications Access Gateway (TAG) interface. (TVV1)**

#### Background:

According to Ordering measure O-6 Reject Interval, of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return  $\geq 97\%$  mechanized rejects to CLECs within 1 hour of a local service request.

#### Issue:

During the production test of the TAG interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The following are the mechanized reject timeliness results as of April 23, 2001 for mechanized rejects received via the TAG interface.

$\leq 1$ hrs	$>1$ and $\leq 2$ hrs	$>2$ and $\leq 4$ hrs	$>4$ and $\leq 12$ hrs	$\geq 12$ and $< 24$ hrs	$\geq 24$ and $< 48$ hrs	$\geq 48$ and $< 72$ hrs	$\geq 72$ hrs	Total
78	5	2	5	26	26	1	0	143

Following is an example of PONs which did not receive a mechanized reject from BellSouth within one hour:

PON	Ver	CC	LSR Sent	CLR Received
001051FPTJ100027	03	9990	4/16/01 1:17 PM	4/18/01 3:17 PM
010011FPTN100013	00	9993	4/16/01 4:13 PM	4/18/01 3:48 PM
022011FPTJ101016	00	9993	3/30/01 3:57 PM	4/1/01 3:23 PM
010021FPTN100004	00	9993	4/16/01 4:25 PM	4/18/01 3:48 PM
010011FPTN100014	00	9993	4/16/01 4:15 PM	4/18/01 3:19 PM
002121FPTJ100010	00	9990	3/13/01 3:24 PM	3/15/01 9:18 AM
020011FPTN100012	00	9990	3/13/01 5:17 PM	3/15/01 10:52 AM
002151FPTJ100010	00	9990	3/13/01 5:17 PM	3/15/01 10:51 AM
020011FPTN100011	00	9990	3/13/01 5:17 PM	3/15/01 10:51 AM
016061FPTJ100003	02	9993	4/17/01 12:38 PM	4/18/01 7:46 PM

<sup>1</sup> BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

## FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 54

### Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

### BellSouth's Response:

BellSouth has verified only 1 true, fully mechanized reject, 1 true, fully mechanized auto clarification in the group of PONs provided by KPMG above. The rest of the PONs were partially mechanized LSRs. One LSR actually received a FOC.

KPMG used their acknowledgment date and time as the "CLR Received" entry, and only on the LSRs for which a FOC was received did they acknowledge receipt the same day.

The rep clarification of "FEATURE DETAIL EXCEEDS MAXIMUM ALPHA NUMERIC CHARACTERS" was in response to KPMG inserting English language in the Feature Detail field, which caused the LSR to fall out for manual handling. This clarification was, however, timely. Please see the attached spreadsheet for further detail on these PONs.

CC	PON	VER	REQ TYP/ ACT	REJECT/ CLAR/FOC SENT	CLEC ACKNOW	PROCESSING STATUS	PROCESSING REQUIRED	CAUSE	COMMENTS
9990	001051FPTJ100027	02 (NOT 03)	MB/V	04/16/2001 12.20.55 - AUTO CLAR	04/18/2001 14.17.58	Q - 9477 - LSR LNUM=00001 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER 9545248823	AUTO CLARIFIED	LSR LNUM=00001 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER 9545248823 (LNA WAS V)	CLR RECEIVED SHOWN AS 4/18/01 3:17 PM, WHICH CORRESPON DS TO DT/TM ACKNOWLED GED - WE SHOW AUTO CLAR SENT 04/16 12.20.55, LESS THAN 4 MIN TO REJECT (AUTO CLAR).
9993	010011FPTN100013	00	EB/C	04/17/2001 12.50.07 - REP CLAR	04/18/2001 14.48.57	E - 8820 SOCS ERROR; 1000 REP CLAR	REP CLAIMED 04/17/2001 12.39.19 (TU) - CLARIFIED BACK	FORMAT 001 FID CALLE INVALID FOR SAE SECTION (LSR HAD CALLER ID & OTHER USOC DESCRIPTIONS IN EACH FEATURE DETAIL). REP CLAR "INVALID ENTRY IN FPI	PARTIALLY MECH. CLR RECEIVED SHOWN AS 4/18/01 3:48 PM, WHICH CORRESPON DS TO DT/TM ACKNOWLED GED - WE SHOW REP CLAR SENT 04/17 12.50.07 (< 24 HRS).

# FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 54

								FIELD FOR LNUM 0001 & 0002. CSR ALREADY IS AS CHANGE REQUESTED."	
9993	022011FPTJ101016	00	MB/V	03/30/2001 15.30.05 - FOC	03/30/2001 16.15.16	FULLY MECHANIZE D	FLOW THROUGH	N/A	FULLY MECHANIZE D. CLR RECEIVED SHOWN AS 4/1/01 3:23 PM, WHICH CORRESPON DS TO DT/TM THAT CN WAS ACKNOWLED GED (04/1 15.23.40) - WE SHOW FOC SENT 03/30 15.30.05, ABOUT 33 MIN.
9993	010021FPTN100004	00	EB/C	04/17/2001 12.49.47 - REP CLAR	04/18/2001 14.48.53	E - 8820 SOCS ERROR; 1000 REP CLAR	REP CLAIMED 04/17/2001 12.47.52 (TU) - CLARIFIED BACK	FORMAT 001 FID CALLE INVALID FOR SAE SECTION (LSR HAD CALLER ID & OTHER USOC DESCRIPTIONS IN EACH FEATURE DETAIL). REP CLAR "PIC IS ALREADY FROZEN."	PARTIALLY MECH. CLR RECEIVED SHOWN AS 4/18/01 3:48 PM, WHICH CORRESPON DS TO DT/TM ACKNOWLED GED - WE SHOW REP CLAR SENT 04/17 12.49.47 (<24 HRS).
9993	010011FPTN100014	00	EB/C	04/17/2001 12.39.46 - REP CLAR	04/18/2001 14.19.27	E - 8820 SOCS ERROR; 1000 REP CLAR	REP CLAIMED 04/17/2001 12.36.51 (TU) - CLARIFIED BACK	FORMAT 001 FID CALLE INVALID FOR SAE SECTION (LSR HAD CALLER ID & OTHER USOC DESCRIPTIONS IN EACH FEATURE DETAIL). REP CLAR "PIC IS ALREADY FROZEN."	PARTIALLY MECH. CLR RECEIVED SHOWN AS 4/18/01 3:19 PM, WHICH CORRESPON DS TO DT/TM ACKNOWLED GED - WE SHOW REP CLAR SENT 04/17 12.39.46 (<24 HRS).
9990	002121FPTJ100010	00	MB/V	03/14/2001 14.08.07 - REP CLAR	03/15/2001 08.18.57	E - 7818 + 8820 SOCS ERROR; 1000 REP CLAR	REP CLAIMED 03/14/2001 09.40.46 (W) - CLARIFIED BACK	FID=PORT INVALID; PORT SAE 001 MINIMUM DATA ERROR; REP CLAR "INVALID BANI FOR THIS SITE."	PARTIALLY MECH. CLR RECEIVED SHOWN AS 3/15/01 9:18 AM, WHICH CORRESPON DS TO DT/TM ACKNOWLED GED - WE

# FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 54

									SHOW REP CLAR SENT 03/14 14.08.07 (<24 HRS).
9990	020011FPTN100012	00	EB/N	03/14/2001 16.16.06 - REP CLAR	03/15/2001 09.52.40	E - 7295 ERR; 1000 REP CLAR	REP CLAIMED 03/14/2001 16.15.56 (W) - CLARIFIED BACK	LINE CLASS OF SERVICE MISSING. REFNUM AND TN REQUIRED. REP CLAR "LINE CLASS OF SRV REQUIRED."	PARTIALLY MECH. CLR RECEIVED SHOWN AS 3/15/01 10:52 AM, WHICH CORRESPON DS TO DT/TM ACKNOWLED GED - WE SHOW REP CLAR SENT 03/14 16.16.06 (<24 HRS).
9990	002151FPTJ100010	00	MB/V	03/14/2001 16.14.16 - REP CLAR	03/15/2001 09.51.59	E - 7818 (2 LNS) + 8820; 1000 REP CLAR	REP CLAIMED 03/14/2001 16.13.39 (W) - CLARIFIED BACK	FID=PORT INVALID (2 LNS); PORT SAE 001 MINIMUM DATA ERROR (LSR HAD "LOOP" & "PORT" IN FEATURE DETAIL. REP CLAR "FEATURE DETAIL EXCEEDS MAXIMUM ALPHA NUMERIC CHARACTERS. "	PARTIALLY MECH. CLR RECEIVED SHOWN AS 3/15/01 10:51 AM, WHICH CORRESPON DS TO DT/TM ACKNOWLED GED - WE SHOW REP CLAR SENT 03/14 16.14.16 (<24 HRS).
9990	020011FPTN100011	00	EB/N	03/14/2001 15.56.41 - REP CLAR	03/15/2001 09.51.45	E - 7295; 1000 REP CLAR	REP CLAIMED 03/14/2001 08.43.20 (W) - CLARIFIED BACK	LINE CLASS OF SERVICE MISSING. REFNUM AND TN REQUIRED. REP CLAR "NO LNECLSSRV POPULATED FOR EACH LINE - PLS VERIFY."	PARTIALLY MECH. CLR RECEIVED SHOWN AS 3/15/01 10:51 AM, WHICH CORRESPON DS TO DT/TM ACKNOWLED GED - WE SHOW REP CLAR SENT 03/14 15.56.41 (<24 HRS).
9993	01606FPTJ100003	01 (NOT 02)	MB/B	04/17/2001 11.38.45 REJECT	04/18/2001 18.46.01	1640 REJECT	N/A	NO ORIGINAL LSR FOUND FOR THIS SUP (FAILED CRITICAL EDIT)	REJECT. CLR RECEIVED SHOWN AS 4/18/01 7:46 PM, WHICH CORRESPON DS TO DT/TM ACKNOWLED GED - WE SHOW LSR REJECTED 04/17 11.38.45, 1 SEC TO

## FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 54

									REJECT.
--	--	--	--	--	--	--	--	--	---------



# FLORIDA OSS BELL SOUTH'S AMENDED RESPONSE TO EXCEPTION 54



Florida OSS Test  
Exception #54

Date: May 11, 2001

## EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

### Exception:

**KPMG Consulting has not received timely mechanized rejects from BellSouth's Telecommunications Access Gateway (TAG) interface. (TVV1)**

### Background:

According to Ordering measure O-6 Reject Interval, of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return >=97% mechanized rejects to CLECs within 1 hour of a local service request.

### Issue:

During the production test of the TAG interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The following are the mechanized reject timeliness results as of April 23, 2001 for mechanized rejects received via the TAG interface.

<=1 hrs	>1 and <=2 hrs	>=2 and <4 hrs	>=4 and <12 hrs	>=12 and <24 hrs	>=24 and <48 hrs	>=48 and <72 hrs	>=72 hrs	Total
78	5	2	5	26	26	1	0	143

Following is an example of PONs which did not receive a mechanized reject from BellSouth within one hour:

PON	Ver	CC	LSR Sent	CLR Received
001051FPTJ100027	03	9990	4/16/01 1:17 PM	4/18/01 3:17 PM
010011FPTN100013	00	9993	4/16/01 4:13 PM	4/18/01 3:48 PM
022011FPTJ101016	00	9993	3/30/01 3:57 PM	4/1/01 3:23 PM
010021FPTN100004	00	9993	4/16/01 4:25 PM	4/18/01 3:48 PM
010011FPTN100014	00	9993	4/16/01 4:15 PM	4/18/01 3:19 PM
002121FPTJ100010	00	9990	3/13/01 3:24 PM	3/15/01 9:18 AM
020011FPTN100012	00	9990	3/13/01 5:17 PM	3/15/01 10:52 AM
002151FPTJ100010	00	9990	3/13/01 5:17 PM	3/15/01 10:51 AM
020011FPTN100011	00	9990	3/13/01 5:17 PM	3/15/01 10:51 AM
016061FPTJ100003	02	9993	4/17/01 12:38 PM	4/18/01 7:46 PM

<sup>1</sup> BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

## FLORIDA OSS BELL SOUTH'S AMENDED RESPONSE TO EXCEPTION 54

### Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

### BellSouth's Amended Response:

The results of BellSouth's investigation of each PON have been included in the following table. In each case where the PON fell out for manual handling, the cause was due to incorrect or insufficient data provided in the KPMG test case.

Item	PON	Ver	CC	LSR Sent	CLR Received	BellSouth's Findings
1	001051FPTJ100027	03	9990	4/16/01 1:17 PM	4/18/01 3:17 PM	VER 03 not received by BellSouth. VER 02 findings match data listed. CLR sent within the standard interval. Acknowledgement delayed by KPMG. CLR sent 4/16/01 12:20 ACK received 4/18/01 14:17
2	010011FPTN100013	00	9993	4/16/01 4:13 PM	4/18/01 3:48 PM	This was a partially mechanized CLR and should not be included in this exception. - PON fell out for manual handling due to inappropriate text entered in the FEATURE DETAIL field.
3	022011FPTJ101016	00	9993	3/30/01 3:57 PM	4/1/01 3:23 PM	CLR sent within the standard interval. CLR Received data listed by KPMG is for the Completion Notice (CN). CLR sent 3/30/01 15:30 ACK received 3/30/01 16:15
4	010021FPTN100004	00	9993	4/16/01 4:25 PM	4/18/01 3:48 PM	This was a partially mechanized CLR and should not be included in this exception. - PON fell out for manual handling due to inappropriate text entered in the FEATURE DETAIL field.
5	010011FPTN100014	00	9993	4/16/01 4:15 PM	4/18/01 3:19 PM	This was a partially mechanized CLR and should not be included in this exception. - PON fell out for manual handling due to inappropriate text entered in the FEATURE DETAIL field.
6	002121FPTJ100010	00	9990	3/13/01 3:24 PM	3/15/01 9:18 AM	This was a partially mechanized CLR and should not be included in this exception. - PON fell out for manual handling due to inappropriate text entered in the FEATURE DETAIL field.
7	020011FPTN100012	00	9990	3/13/01 5:17 PM	3/15/01 10:52 AM	This was a partially mechanized CLR and should not be included in this exception. - PON fell out for manual handling due to missing LNECLS SVC field.

## FLORIDA OSS BELL SOUTH'S AMENDED RESPONSE TO EXCEPTION 54

Item	PON	Ver	CC	LSR Sent	CLR Received	BellSouth's Findings
8	002151FPTJ100010	00	9990	3/13/01 5:17 PM	3/15/01 10:51 AM	This was a partially mechanized CLR and should not be included in this exception. - PON fell out for manual handling due to inappropriate text entered in the FEATURE DETAIL field.
9	020011FPTN100011	00	9990	3/13/01 5:17 PM	3/15/01 10:51 AM	This was a partially mechanized CLR and should not be included in this exception. - PON fell out for manual handling due to missing LNECLS SVC field.
10	016061FPTJ100003	02	9993	4/17/01 12:38 PM	4/18/01 7:46 PM	VER 02 not received by BellSouth. VER 01 findings match data listed. CLR sent within the standard interval. Acknowledgement delayed by KPMG. CLR sent 4/17/01 11:38 ACK received 4/18/01 18:46

Below is a summary of BellSouth's findings for the 10 PONs listed in this exception:

- 7 Partially Mechanized Clarifications should not be included in measurements for flow through mechanized rejects.
- 2 CLRs sent within standard interval. Acknowledgements were delayed due to an apparent KPMG TAG Listener problem.
- 1 CLR sent within standard interval, data listed by KPMG is for CN not the CLR.

**AMENDED EXCEPTION 54**  
BellSouth Florida OSS Testing Evaluation

---

Date: May 23, 2001**EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

**Exception:**

**KPMG Consulting has not received timely mechanized rejects from BellSouth's Telecommunications Access Gateway (TAG) interface. (TVV1)**

**Background:**

According to Ordering measure O-6 Reject Interval, of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return  $\geq 97\%$  mechanized rejects to CLECs within 1 hour of a local service request.

**Issue:**

During the production test of the TAG interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The following are the mechanized reject timeliness results as of April 23, 2001 for mechanized rejects received via the TAG interface.

$\leq 1$ hrs	$>1$ and $\leq 2$ hrs	$\geq 2$ and $< 4$ hrs	$\geq 4$ and $< 12$ hrs	$\geq 12$ and $< 24$ hrs	$\geq 24$ and $< 48$ hrs	$\geq 48$ and $< 72$ hrs	$\geq 72$ hrs	Total
78	5	2	5	26	26	1	0	143

Following is an example of PONs which did not receive a mechanized reject from BellSouth within one hour:

PON	Ver	CC	LSR Sent	CLR Received
001051FPTJ100027	03	9990	4/16/01 1:17 PM	4/18/01 3:17 PM
010011FPTN100013	00	9993	4/16/01 4:13 PM	4/18/01 3:48 PM

---

<sup>1</sup> BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

## AMENDED EXCEPTION 54

### BellSouth Florida OSS Testing Evaluation

PON	Ver	CC	LSR Sent	CLR Received
022011FPTJ101016	00	9993	3/30/01 3:57 PM	4/1/01 3:23 PM
010021FPTN100004	00	9993	4/16/01 4:25 PM	4/18/01 3:48 PM
010011FPTN100014	00	9993	4/16/01 4:15 PM	4/18/01 3:19 PM
002121FPTJ100010	00	9990	3/13/01 3:24 PM	3/15/01 9:18 AM
020011FPTN100012	00	9990	3/13/01 5:17 PM	3/15/01 10:52 AM
002151FPTJ100010	00	9990	3/13/01 5:17 PM	3/15/01 10:51 AM
020011FPTN100011	00	9990	3/13/01 5:17 PM	3/15/01 10:51 AM
016061FPTJ100003	02	9993	4/17/01 12:38 PM	4/18/01 7:46 PM

#### Amended Issue:

During the production test of the TAG interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The following are the mechanized reject timeliness results as of May14, 2001 for mechanized rejects received via the TAG interface.

<=1 hrs	>1 and <=2 hrs	>=2 and <4 hrs	>=4 and <12 hrs	>=12 and <24 hrs	>=24 and <48 hrs	>=48 and <72 hrs	>=72 hrs	Total
28	4	2	2	2	1	1	0	40

Following is an example of PONs which did not receive a mechanized reject from BellSouth within one hour:

PON	Ver	CC	LSR Sent	CLR Received
015011FPTN105008	01	9993	04/27/01 01:42 PM	04/30/01 10:45 AM
019031FPTJ101013	00	9993	03/15/01 10:59 AM	03/16/01 11:16 AM

**AMENDED EXCEPTION 54**  
BellSouth Florida OSS Testing Evaluation

PON	Ver	CC	LSR Sent	CLR Received
007061FPTJ102013	00	9990	03/29/01 04:09 PM	03/30/01 11:32 AM
002201FPTJ102011	00	9990	03/29/01 04:10 PM	03/30/01 11:32 AM
002151FPTJ101011	00	9990	03/30/01 11:32 AM	03/30/01 05:45 PM
006031FPTJ000011	00	9990	03/15/01 08:45 AM	03/15/01 10:53 AM
022011FPTJ100013	00	9993	03/15/01 08:47 AM	03/15/01 10:53 AM
022021FPTJ100013	00	9993	03/15/01 08:53 AM	03/15/01 10:53 AM
006031FPTJ000012	00	9990	03/15/01 05:09 PM	03/15/01 06:16 PM

**Impact:**

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

## FLORIDA OSS BELLSOUTH'S RESPONSE TO AMENDED EXCEPTION 54



Florida OSS Test  
Amended Exception #54

Date: June 5, 2001

### EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

#### Exception:

**KPMG Consulting has not received timely mechanized rejects from BellSouth's Telecommunications Access Gateway (TAG) interface. (TVV1)**

#### Background:

According to Ordering measure O-6 Reject Interval, of the Service Quality Measurement Plan <sup>1</sup>, BellSouth should return  $\geq 97\%$  mechanized rejects to CLECs within 1 hour of a local service request.

#### Issue:

During the production test of the TAG interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The following are the mechanized reject timeliness results as of April 23, 2001 for mechanized rejects received via the TAG interface.

$\leq 1$ hrs	$>1$ and $\leq 2$ hrs	$>2$ and $\leq 4$ hrs	$>4$ and $\leq 12$ hrs	$\geq 12$ and $\leq 24$ hrs	$\geq 24$ and $\leq 48$ hrs	$\geq 48$ and $\leq 72$ hrs	$\geq 72$ hrs	Total
78	5	2	5	26	26	1	0	143

Following is an example of PONs which did not receive a mechanized reject from BellSouth within one hour:

---

<sup>1</sup> BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

## FLORIDA OSS BELL SOUTH'S RESPONSE TO AMENDED EXCEPTION 54

PON	Ver	CC	LSR Sent	CLR Received
001051FPTJ100027	03	9990	4/16/01 1:17 PM	4/18/01 3:17 PM
010011FPTN100013	00	9993	4/16/01 4:13 PM	4/18/01 3:48 PM
022011FPTJ101016	00	9993	3/30/01 3:57 PM	4/1/01 3:23 PM
010021FPTN100004	00	9993	4/16/01 4:25 PM	4/18/01 3:48 PM
010011FPTN100014	00	9993	4/16/01 4:15 PM	4/18/01 3:19 PM
002121FPTJ100010	00	9990	3/13/01 3:24 PM	3/15/01 9:18 AM
020011FPTN100012	00	9990	3/13/01 5:17 PM	3/15/01 10:52 AM
002151FPTJ100010	00	9990	3/13/01 5:17 PM	3/15/01 10:51 AM
020011FPTN100011	00	9990	3/13/01 5:17 PM	3/15/01 10:51 AM
016061FPTJ100003	02	9993	4/17/01 12:38 PM	4/18/01 7:46 PM

### Amended Issue:

During the production test of the TAG interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The following are the mechanized reject timeliness results as of May14, 2001 for mechanized rejects received via the TAG interface.

<=1 hrs	>1 and <=2 hrs	>=2 and <4 hrs	>=4 and <12 hrs	>=12 and <24 hrs	>=24 and <48 hrs	>=48 and <72 hrs	>=72 hrs	Total
28	4	2	2	2	1	1	0	40

Following is an example of PONs which did not receive a mechanized reject from BellSouth within one hour:

PON	Ver	CC	LSR Sent	CLR Received
015011FPTN105008	01	9993	04/27/01 01:42 PM	04/30/01 10:45 AM
019031FPTJ101013	00	9993	03/15/01 10:59 AM	03/16/01 11:16 AM



## FLORIDA OSS BELLSOUTH'S RESPONSE TO AMENDED EXCEPTION 54

PON	Ver	CC	LSR Sent	CLR Received
007061FPTJ102013	00	9990	03/29/01 04:09 PM	03/30/01 11:32 AM
002201FPTJ102011	00	9990	03/29/01 04:10 PM	03/30/01 11:32 AM
002151FPTJ101011	00	9990	03/30/01 11:32 AM	03/30/01 05:45 PM
006031FPTJ000011	00	9990	03/15/01 08:45 AM	03/15/01 10:53 AM
022011FPTJ100013	00	9993	03/15/01 08:47 AM	03/15/01 10:53 AM
022021FPTJ100013	00	9993	03/15/01 08:53 AM	03/15/01 10:53 AM
006031FPTJ000012	00	9990	03/15/01 05:09 PM	03/15/01 06:16 PM

### Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

### BellSouth's Response to Amended Issue:

The results of BellSouth's investigation of each PON have been included in the following table. In each case, a response was sent to KPMG within the standard interval. BellSouth's findings in the following table reflect central time.

Item	PON	VER	CC	LSR Sent	CLR Received	BellSouth's Findings
1	015011FPTN105008	01	9993	04/27/01 01:42 PM	04/30/01 10:45 AM	CLR sent within the standard interval. Acknowledgement delayed by KPMG. CLR sent 04/27/01 12:43 (Fri) ACK received 04/30/01 09:45 (Mon)
2	019031FPTJ101013	00	9993	03/15/01 10:59 AM	03/16/01 11:16 AM	CLR sent within the standard interval. Acknowledgement delayed by KPMG. CLR sent 03/15/01 10:02 ACK received 03/16/01 10:16
3	007061FPTJ102013	00	9990	03/29/01 04:09 PM	03/30/01 11:32 AM	CLR sent within the standard interval. Acknowledgement delayed by KPMG. CLR sent 03/29/01 15:11 ACK received 03/30/01 10:32

## FLORIDA OSS BELL SOUTH'S RESPONSE TO AMENDED EXCEPTION 54

Item	PON	VER	CC	LSR Sent	CLR Received	BellSouth's Findings
4	002201FPTJ102011	00	9990	03/29/01 04:10 PM	03/30/01 11:32 AM	CLR sent within the standard interval. Acknowledgement delayed by KPMG. CLR sent 03/29/01 15:13 ACK received 03/30/01 10:32
5	002151FPTJ101011	00	9990	03/30/01 11:32 AM	03/30/01 05:45 PM	The response sent to KPMG was an FOC and should not be included in this exception. BellSouth's findings have been included for the FOC. FOC sent 03/30/01 10:46 ACK received 03/30/01 16:45
6	006031FPTJ000011	00	9990	03/15/01 08:45 AM	03/15/01 10:53 AM	CLR sent within the standard interval. Acknowledgement delayed by KPMG. CLR sent 03/15/01 07:46 ACK received 03/15/01 09:53
7	022011FPTJ100013	00	9993	03/15/01 08:47 AM	03/15/01 10:53 AM	CLR sent within the standard interval. Acknowledgement delayed by KPMG. CLR sent 03/15/01 07:49 ACK received 03/15/01 09:53
8	022021FPTJ100013	00	9993	03/15/01 08:53 AM	03/15/01 10:53 AM	CLR sent within the standard interval. Acknowledgement delayed by KPMG. CLR sent 03/15/01 07:54 ACK received 03/15/01 09:53
9	006031FPTJ000012	00	9990	03/15/01 05:09 PM	03/15/01 06:16 PM	CLR sent within the standard interval. Acknowledgement delayed by KPMG. CLR sent 03/15/01 16:11 ACK received 03/15/01 17:16

Below is a summary of BellSouth's findings for the 9 PONs listed in this amended exception:

- 1 FOC should not have been included in measurements for flow through rejects.
- 8 CLRs sent within standard interval. Acknowledgements were delayed by KPMG.

## 2<sup>nd</sup> AMENDED EXCEPTION 54

### BellSouth Florida OSS Testing Evaluation

Date: July 5, 2001

#### EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

#### Exception:

**KPMG Consulting has not received timely mechanized rejects from BellSouth's Telecommunications Access Gateway (TAG) interface. (TVV1)**

#### Background:

According to Ordering measure O-6 Reject Interval, of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return  $\geq 97\%$  mechanized rejects to CLECs within 1 hour of a local service request.

#### Issue:

During the production test of the TAG interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The following are the mechanized reject timeliness results as of April 23, 2001 for mechanized rejects received via the TAG interface.

	$\leq 1$ hrs	$>1$ and $\leq 2$ hrs	$\geq 2$ and $<4$ hrs	$\geq 4$ and $<12$ hrs	$\geq 12$ and $<24$ hrs	$\geq 24$ and $<48$ hrs	$\geq 48$ and $<72$ hrs	$\geq 72$ hrs	Total
<b>Number</b>	78	5	2	5	26	26	1	0	143
<b>Percent</b>	55%	4%	1%	4%	18%	18%	1%		

Following is an example of orders which did not receive a mechanized reject from BellSouth within one hour:

PON	Ver	CC	LSR Sent	CLR Received
001051FPTJ100027	03	9990	4/16/01 1:17 PM	4/18/01 3:17 PM

<sup>1</sup> BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000

**2<sup>nd</sup> AMENDED EXCEPTION 54**  
**BellSouth Florida OSS Testing Evaluation**

PON	Ver	CC	LSR Sent	CLR Received
010011FPTN100013	00	9993	4/16/01 4:13 PM	4/18/01 3:48 PM
022011FPTJ101016	00	9993	3/30/01 3:57 PM	4/1/01 3:23 PM
010021FPTN100004	00	9993	4/16/01 4:25 PM	4/18/01 3:48 PM
010011FPTN100014	00	9993	4/16/01 4:15 PM	4/18/01 3:19 PM
002121FPTJ100010	00	9990	3/13/01 3:24 PM	3/15/01 9:18 AM
020011FPTN100012	00	9990	3/13/01 5:17 PM	3/15/01 10:52 AM
002151FPTJ100010	00	9990	3/13/01 5:17 PM	3/15/01 10:51 AM
020011FPTN100011	00	9990	3/13/01 5:17 PM	3/15/01 10:51 AM
016061FPTJ100003	02	9993	4/17/01 12:38 PM	4/18/01 7:46 PM

**Amended Issue:**

During the production test of the TAG interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The following are the mechanized reject timeliness results as of May14, 2001 for mechanized rejects received via the TAG interface.

	≤1 hrs	>1 and ≤2 hrs	>2 and <4 hrs	>4 and <12 hrs	>12 and <24 hrs	>24 and <48 hrs	>48 and <72 hrs	>72 hrs	Total
<b>Number</b>	28	4	2	2	2	1	1	0	40
<b>Percent</b>	70%	10%	5%	5%	5%	3%	3%		

Following is an example of orders which did not receive a mechanized reject from BellSouth within one hour:

PON	Ver	CC	LSR Sent	CLR Received
015011FPTN105008	01	9993	04/27/01 01:42 PM	04/30/01 10:45 AM

## 2<sup>nd</sup> AMENDED EXCEPTION 54

### BellSouth Florida OSS Testing Evaluation

PON	Ver	CC	LSR Sent	CLR Received
019031FPTJ101013	00	9993	03/15/01 10:59 AM	03/16/01 11:16 AM
007061FPTJ102013	00	9990	03/29/01 04:09 PM	03/30/01 11:32 AM
002201FPTJ102011	00	9990	03/29/01 04:10 PM	03/30/01 11:32 AM
002151FPTJ101011	00	9990	03/30/01 11:32 AM	03/30/01 05:45 PM
006031FPTJ000011	00	9990	03/15/01 08:45 AM	03/15/01 10:53 AM
022011FPTJ100013	00	9993	03/15/01 08:47 AM	03/15/01 10:53 AM
022021FPTJ100013	00	9993	03/15/01 08:53 AM	03/15/01 10:53 AM
006031FPTJ000012	00	9990	03/15/01 05:09 PM	03/15/01 06:16 PM

#### Second Amended Issue:

During the production test of the TAG interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame by returning only 81% of mechanized rejects within the 1 hour timeframe.

The following are the mechanized reject timeliness results as of June 8, 2001 for mechanized rejects received via the TAG interface.

	<=1 hrs	>1 and <=2 hrs	>=2 and <4 hrs	>=4 and <12 hrs	>=12 and <24 hrs	>=24 and <48 hrs	>=48 and <72 hrs	>=72 hrs	Total
<b>Number</b>	135	7	3	8	5	9	0	0	167
<b>Percent</b>	81%	4%	2%	5%	3%	5%			

Following is a complete list of orders which did not receive a mechanized reject from BellSouth within one hour:

PON	Ver	CC	LSR Sent	CLR Received
010151FPTJ100018	00	9993	04/09/01 09:40 AM	04/10/01 03:16 PM
010151FPTJ100020	00	9993	04/09/01 11:25 AM	04/10/01 03:16 PM

**2<sup>nd</sup> AMENDED EXCEPTION 54**  
**BellSouth Florida OSS Testing Evaluation**

PON	Ver	CC	LSR Sent	CLR Received
010161FPTN101008	02	9993	04/09/01 05:15 PM	04/10/01 08:15 PM
011032FPTN100011	00	9993	04/09/01 01:23 PM	04/10/01 03:16 PM
002211FPTJ102011	00	9990	04/09/01 06:28 PM	04/10/01 08:15 PM
005101FPTN101008	00	9990	04/09/01 02:51 PM	04/10/01 03:23 PM
005101FPTN104009	00	9994	04/09/01 03:00 PM	04/10/01 03:23 PM
005101FPTN101012	00	9990	04/09/01 03:06 PM	04/10/01 03:23 PM
019031FPTJ101013	00	9993	03/15/01 10:59 AM	03/16/01 11:16 AM
074021FPTF000013	00	9993	03/29/01 03:05 PM	03/30/01 11:31 AM
005061FPTN104008	00	9990	03/15/01 02:52 PM	03/16/01 11:16 AM
007061FPTJ102013	00	9990	03/29/01 04:09 PM	03/30/01 11:32 AM
002201FPTJ102011	00	9990	03/29/01 04:10 PM	03/30/01 11:32 AM
002151FPTJ100018	00	9990	04/11/01 11:33 AM	04/12/01 06:16 AM
015011FPTN104008	02	9993	04/10/01 09:49 AM	04/10/01 08:15 PM
002151FPTJ101011	00	9990	03/30/01 11:32 AM	03/30/01 05:45 PM
002141FPTJ000013	01	9990	03/15/01 12:48 PM	03/15/01 06:45 PM
022011FPTJ101013	00	9993	03/15/01 02:50 PM	03/15/01 08:46 PM
074021FPTF000011	00	9993	03/20/01 10:56 AM	03/20/01 04:45 PM
074021FPTF000010	00	9993	03/20/01 10:56 AM	03/20/01 04:45 PM
001061FPTJ102017	00	9994	04/10/01 10:59 AM	04/10/01 04:45 PM
013011FPTN100010	00	9993	04/10/01 11:37 AM	04/10/01 05:16 PM
017011FPTN100019	00	9993	04/04/01 11:29 AM	04/04/01 01:45 PM
006031FPTJ000011	00	9990	03/15/01 08:45 AM	03/15/01 10:53 AM
022011FPTJ100013	00	9993	03/15/01 08:47 AM	03/15/01 10:53 AM

KPMG Consulting, Inc.

07/05/01

Page 4 of 5

**2<sup>nd</sup> AMENDED EXCEPTION 54**  
**BellSouth Florida OSS Testing Evaluation**

PON	Ver	CC	LSR Sent	CLR Received
022021FPTJ100013	00	9993	03/15/01 08:53 AM	03/15/01 10:53 AM
076012FPTH100011	00	9993	04/04/01 10:56 AM	04/04/01 12:16 PM
022021FPTJ102016	00	9993	03/30/01 04:02 PM	03/30/01 05:15 PM
006061FPTN002012	00	9990	03/15/01 05:09 PM	03/15/01 06:16 PM
006031FPTJ000012	00	9990	03/15/01 05:09 PM	03/15/01 06:16 PM
022021FPTJ100014	00	9993	03/15/01 05:09 PM	03/15/01 06:16 PM
022011FPTJ100014	00	9993	03/15/01 05:09 PM	03/15/01 06:16 PM

**Impact:**

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

# FLORIDA OSS BELLSOUTH'S RESPONSE TO 2<sup>ND</sup> AMENDED EXCEPTION 54



Florida OSS Test  
2<sup>nd</sup> Amended Exception #54

Date: July 30, 2001

## EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

### Exception:

**KPMG Consulting has not received timely mechanized rejects from BellSouth's Telecommunications Access Gateway (TAG) interface. (TVV1)**

### Background:

According to Ordering measure O-6 Reject Interval, of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return >=97% mechanized rejects to CLECs within 1 hour of a local service request.

### Issue:

During the production test of the TAG interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The following are the mechanized reject timeliness results as of April 23, 2001 for mechanized rejects received via the TAG interface.

	<=1 hrs	>1 and <=2 hrs	>=2 and <4 hrs	>=4 and <12 hrs	>=12 and <24 hrs	>=24 and <48 hrs	>=48 and <72 hrs	>=72 hrs	Total
<b>Number</b>	78	5	2	5	26	26	1	0	143
<b>Percent</b>	55%	4%	1%	4%	18%	18%	1%		

Following is an example of orders which did not receive a mechanized reject from BellSouth within one hour:

PON	Ver	CC	LSR Sent	CLR Received
001051FPTJ100027	03	9990	4/16/01 1:17 PM	4/18/01 3:17 PM
010011FPTN100013	00	9993	4/16/01 4:13 PM	4/18/01 3:48 PM
022011FPTJ101016	00	9993	3/30/01 3:57 PM	4/1/01 3:23 PM
010021FPTN100004	00	9993	4/16/01 4:25 PM	4/18/01 3:48 PM
010011FPTN100014	00	9993	4/16/01 4:15 PM	4/18/01 3:19 PM
002121FPTJ100010	00	9990	3/13/01 3:24 PM	3/15/01 9:18 AM
020011FPTN100012	00	9990	3/13/01 5:17 PM	3/15/01 10:52 AM
002151FPTJ100010	00	9990	3/13/01 5:17 PM	3/15/01 10:51 AM
020011FPTN100011	00	9990	3/13/01 5:17 PM	3/15/01 10:51 AM
016061FPTJ100003	02	9993	4/17/01 12:38 PM	4/18/01 7:46 PM

<sup>1</sup> BellSouth OSS Testing Florida Interim Performance Metrics, Measure Descriptions October 2000



## FLORIDA OSS BELL SOUTH'S RESPONSE TO 2<sup>ND</sup> AMENDED EXCEPTION 54

### Amended Issue:

During the production test of the TAG interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame.

The following are the mechanized reject timeliness results as of May 14, 2001 for mechanized rejects received via the TAG interface.

	≤1 hrs	>1 and ≤2 hrs	>2 and <4 hrs	>4 and <12 hrs	>12 and <24 hrs	>24 and <48 hrs	>48 and <72 hrs	>72 hrs	Total
<b>Number</b>	28	4	2	2	2	1	1	0	40
<b>Percent</b>	70%	10%	5%	5%	5%	3%	3%		

Following is an example of orders which did not receive a mechanized reject from BellSouth within one hour:

PON	Ver	CC	LSR Sent	CLR Received
015011FPTN105008	01	9993	04/27/01 01:42 PM	04/30/01 10:45 AM
019031FPTJ101013	00	9993	03/15/01 10:59 AM	03/16/01 11:16 AM
007061FPTJ102013	00	9990	03/29/01 04:09 PM	03/30/01 11:32 AM
002201FPTJ102011	00	9990	03/29/01 04:10 PM	03/30/01 11:32 AM
002151FPTJ101011	00	9990	03/30/01 11:32 AM	03/30/01 05:45 PM
006031FPTJ000011	00	9990	03/15/01 08:45 AM	03/15/01 10:53 AM
022011FPTJ100013	00	9993	03/15/01 08:47 AM	03/15/01 10:53 AM
022021FPTJ100013	00	9993	03/15/01 08:53 AM	03/15/01 10:53 AM
006031FPTJ000012	00	9990	03/15/01 05:09 PM	03/15/01 06:16 PM

### Second Amended Issue:

During the production test of the TAG interface BellSouth returned a number of mechanized rejects in greater than the one-hour time frame by returning only 81% of mechanized rejects within the 1 hour timeframe.

The following are the mechanized reject timeliness results as of June 8, 2001 for mechanized rejects received via the TAG interface.

	≤1 hrs	>1 and ≤2 hrs	>2 and <4 hrs	>4 and <12 hrs	>12 and <24 hrs	>24 and <48 hrs	>48 and <72 hrs	>72 hrs	Total
<b>Number</b>	135	7	3	8	5	9	0	0	167
<b>Percent</b>	81%	4%	2%	5%	3%	5%			

Following is a complete list of orders which did not receive a mechanized reject from BellSouth within one hour:

PON	Ver	CC	LSR Sent	CLR Received
010151FPTJ100018	00	9993	04/09/01 09:40 AM	04/10/01 03:16 PM

## FLORIDA OSS BELLSOUTH'S RESPONSE TO 2<sup>ND</sup> AMENDED EXCEPTION 54

PON	Ver	CC	LSR Sent	CLR Received
010151FPTJ100020	00	9993	04/09/01 11:25 AM	04/10/01 03:16 PM
010161FPTN101008	02	9993	04/09/01 05:15 PM	04/10/01 08:15 PM
011032FPTN100011	00	9993	04/09/01 01:23 PM	04/10/01 03:16 PM
002211FPTJ102011	00	9990	04/09/01 06:28 PM	04/10/01 08:15 PM
005101FPTN101008	00	9990	04/09/01 02:51 PM	04/10/01 03:23 PM
005101FPTN104009	00	9994	04/09/01 03:00 PM	04/10/01 03:23 PM
005101FPTN101012	00	9990	04/09/01 03:06 PM	04/10/01 03:23 PM
019031FPTJ101013	00	9993	03/15/01 10:59 AM	03/16/01 11:16 AM
074021FPTF000013	00	9993	03/29/01 03:05 PM	03/30/01 11:31 AM
005061FPTN104008	00	9990	03/15/01 02:52 PM	03/16/01 11:16 AM
007061FPTJ102013	00	9990	03/29/01 04:09 PM	03/30/01 11:32 AM
002201FPTJ102011	00	9990	03/29/01 04:10 PM	03/30/01 11:32 AM
002151FPTJ100018	00	9990	04/11/01 11:33 AM	04/12/01 06:16 AM
015011FPTN104008	02	9993	04/10/01 09:49 AM	04/10/01 08:15 PM
002151FPTJ101011	00	9990	03/30/01 11:32 AM	03/30/01 05:45 PM
002141FPTJ000013	01	9990	03/15/01 12:48 PM	03/15/01 06:45 PM
022011FPTJ101013	00	9993	03/15/01 02:50 PM	03/15/01 08:46 PM
074021FPTF000011	00	9993	03/20/01 10:56 AM	03/20/01 04:45 PM
074021FPTF000010	00	9993	03/20/01 10:56 AM	03/20/01 04:45 PM
001061FPTJ102017	00	9994	04/10/01 10:59 AM	04/10/01 04:45 PM
013011FPTN100010	00	9993	04/10/01 11:37 AM	04/10/01 05:16 PM
017011FPTN100019	00	9993	04/04/01 11:29 AM	04/04/01 01:45 PM
006031FPTJ000011	00	9990	03/15/01 08:45 AM	03/15/01 10:53 AM
022011FPTJ100013	00	9993	03/15/01 08:47 AM	03/15/01 10:53 AM
022021FPTJ100013	00	9993	03/15/01 08:53 AM	03/15/01 10:53 AM
076012FPTH100011	00	9993	04/04/01 10:56 AM	04/04/01 12:16 PM
022021FPTJ102016	00	9993	03/30/01 04:02 PM	03/30/01 05:15 PM
006061FPTN002012	00	9990	03/15/01 05:09 PM	03/15/01 06:16 PM
006031FPTJ000012	00	9990	03/15/01 05:09 PM	03/15/01 06:16 PM
022021FPTJ100014	00	9993	03/15/01 05:09 PM	03/15/01 06:16 PM
022011FPTJ100014	00	9993	03/15/01 05:09 PM	03/15/01 06:16 PM

### Impact:

The receipt of timely rejects is a critical factor in the CLEC's ability to process service requests, and meet its customer's needs. Delays in the return of rejects could have a negative impact on the timeliness of the ordering process, possibly lowering overall customer satisfaction.

### BellSouth's Response:

The results of the BellSouth investigation of the PONs included in the second amended Exception 54 are detailed in the following table. In each case, the action taken by the OSS was within the standard interval for that type of response (clarifications, rejects and FOCS). However, there appears to have been problems associated with the accessibility of network components, which hindered the receipt of a timely acknowledgement by KPMG.

# FLORIDA OSS BELL SOUTH'S RESPONSE TO 2<sup>ND</sup> AMENDED EXCEPTION 54

## Partial Key to Tag Transaction Log Records

T6 = TAG Server sent the unsolicited notification to the API

T7 = TAG Server was unable to contact the API

#	PON	Ver	CC	LSR Sent	CLR Received	BellSouth's Findings	Explanation
1	010151FPTJ100018	00	9993	04/09/01 09:40 AM	04/10/01 03:16 PM	CLR sent within standard interval. Ack delayed by client comm problem Auto clarify sent 4/09/01 9:43 am Tag T7 recs start 4/09/01 9:43 am Ack received 4/10/01 03:16 pm	Notification Acknowledgement (Notack) sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)
2	010151FPTJ100020	00	9993	04/09/01 11:25 AM	04/10/01 03:16 PM	CLR sent within standard interval. Ack delayed by apparent client comm problem Auto clarify sent 4/09/01 11:26 am Tag T7 recs start 4/09/01 11:26 am Ack received 4/10/01 03:16 pm	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)
3	010161FPTN101008	02	9993	04/09/01 05:15 PM	04/10/01 08:15 PM	Reject sent within standard interval Ack delayed apparent client comm problem Reject sent 4/09/01 5:16 pm TAG T7 recs start 4/09/01 5:16 pm Ack received 4/10/01 8:15 pm	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)
4	011032FPTN100011	00	9993	04/09/01 01:23 PM	04/10/01 03:16 PM	CLR sent within standard interval. Ack delayed by apparent client comm problem Auto clarify sent 4/09/01 1:24 pm Tag T7 recs start 4/09/01 1:24 pm Ack received 4/10/01 3:16 pm	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)
5	002211FPTJ102011	00	9990	04/09/01 06:28 PM	04/10/01 08:15 PM	CLR sent within standard interval. Ack delayed by apparent client comm problem Auto clarify sent 4/09/01 6:30 pm Tag T7 recs start 4/09/01 6:30 pm Ack received 4/10/01 8:15 pm	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)
6	005101FPTN101008	00	9990	04/09/01 02:51 PM	04/10/01 03:23 PM	CLR sent within standard interval. Ack delayed by apparent client comm problem Auto clarify sent 4/09/01 2:53 pm Tag T7 recs start 4/09/01 2:53 pm Ack received 4/10/01 3:23 pm	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)
7	005101FPTN104009	00	9994	04/09/01 03:00 PM	04/10/01 03:23 PM	CLR sent within standard interval Ack delayed by apparent client comm problem Auto clarify sent 4/10/01 3:02 pm TAG T7 recs start 4/09/01 3:02 pm Ack received 4/10/01 3:23 pm	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)
8	005101FPTN101012	00	9990	04/09/01 03:06 PM	04/10/01 03:23 PM	CLR sent within standard interval. Ack delayed by apparent client comm problem Auto clarify sent 4/09/01 3:06 pm Tag T7 recs start 4/09/01 3:06 pm Ack received 4/10/01 3:23 pm	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)

# **FLORIDA OSS BELL SOUTH'S RESPONSE TO 2<sup>ND</sup> AMENDED EXCEPTION 54**

#	PON	Ver	CC	LSR Sent	CLR Received	BellSouth's Findings	Explanation
9	019031FPTJ101013	00	9993	03/15/01 10:59 AM	03/16/01 11:16 AM	CLR sent within standard interval. Ack delayed by apparent KPMG listener problem and delay in receipt of unsolicited response from LEO. Auto clarify sent 3/15/01 11:02 am TAG T6 recs start 3/16/01 6:46 am Ack received 3/16/01 11:16 am	Communication failure of notification between Leo and Tag. (BLS)  Cause: Navigator Connectivity problems to TAG box
10	074021FPTF000013	00	9993	03/29/01 03:05 PM	03/30/01 11:31 AM	CLR sent within standard interval. Acknowledgement delayed by apparent KPMG listener problem. Auto clarify sent 3/29/01 3:08 pm TAG T6 recs start 3/29/01 3:08 pm Ack received 3/30/01 11:32 am	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)
11	005061FPTN104008	00	9990	03/15/01 02:52 PM	03/16/01 11:16 AM	Reject sent within standard interval Ack delayed by apparent KPMG listener problem and delay in receipt of unsolicited response from LEO. Reject sent 3/15/01 2:52 pm TAG T6 recs start 3/16/01 6:46 am Ack received 3/16/01 11:16 am	Communication failure of notification between Leo and Tag. (BLS)  Cause: Navigator Connectivity problem to TAG box
12	007061FPTJ102013	00	9990	03/29/01 04:09 PM	03/30/01 11:32 AM	CLR sent within standard interval. Acknowledgement delayed by apparent KPMG listener problem Auto clarify sent 3/29/01 4:11 pm TAG T6 recs start 3/29/01 4:11 pm Ack received 3/30/01 11:32 am	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)
13	002201FPTJ102011	00	9990	03/29/01 04:10 PM	03/30/01 11:32 AM	CLR sent within standard interval. Acknowledgement delayed by apparent KPMG listener problem. Auto clarify sent 3/29/01 4:13 pm TAG T6 recs start 3/29/01 4:13 am Ack received 3/30/01 11:32 am	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)
14	002151FPTJ100018	00	9990	04/11/01 11:33 AM	04/12/01 06:16 AM	CLR sent within standard interval. Ack delayed by apparent KPMG listener problem and client comm problem Auto clarify sent 4/11/01 11:36 am TAG T6 recs start 4/11/01 11:36 am TAG T7 recs start 4/11/01 2:28 pm Ack received 4/12/01 6:16 pm	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)
15	015011FPTN104008	02	9993	04/10/01 09:49 AM	04/10/01 08:15 PM	Reject sent within standard interval Ack delayed by apparent client comm problem Reject sent 4/10/01 9:50 am TAG T7 recs start 4/10/01 9:50 am Ack received 4/10/01 8:15 pm	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)
16	002151FPTJ101011	00	9990	03/30/01 11:32 AM	03/30/01 05:45 PM	Ack delayed by apparent KPMG listener problem and client comm problem FOC sent 3/30/01 11:46 am TAG T6 recs start 3/30/01 11:36 am	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)

## FLORIDA OSS BELL SOUTH'S RESPONSE TO 2<sup>ND</sup> AMENDED EXCEPTION 54

#	PON	Ver	CC	LSR Sent	CLR Received	BellSouth's Findings	Explanation
						TAG T7 recs start 3/30/01 12:00 pm TAG T6 recs start 3/30/01 5:45 pm Ack received 3/30/01 5:45 pm	
17	002141FPTJ000013	01	9990	03/15/01 12:48 PM	03/15/01 06:45 PM	Reject sent within standard interval Reject sent 3/15/01 12:49 pm  TAG T6 rec sent 3/15/01 6:45 pm Ack received 3/15/01 6:45 pm	Communication failure of notification between Leo and Tag. (BLS)  Cause: Navigator connectivity problem with TAG box
18	022011FPTJ101013	00	9993	03/15/01 02:50 PM	03/15/01 08:46 PM	CLR sent within standard interval. Auto clarify sent 3/15/01 1:52 pm  TAG T6 rec sent 3/15/01 8:46 pm Ack received 3/15/01 8:46 pm	Communication failure of notification between Leo and Tag. (BLS)  Cause: Navigator connectivity problem with TAG box
19	074021FPTF000011	00	9993	03/20/01 10:56 AM	03/20/01 04:45 PM	CLR sent within standard interval. Auto clarify sent 3/20/01 10:58 am  TAG T6 rec sent 3/20/01 4:45 pm Ack received 3/20/01 4:45 pm	Communication failure of notification between Leo and Tag. (BLS)  Cause: Unclear but isolated to one TAG box. Possible configuration problem.
20	074021FPTF000010	00	9993	03/20/01 10:56 AM	03/20/01 04:45 PM	CLR sent within standard interval. Auto clarify sent 3/20/01 10:59 am  TAG T6 rec sent 3/20/01 4:45 pm Ack received 3/20/01 4:45 pm	Delayed notification between Leo and Tag. (BLS)  Cause: Unclear but isolated to one TAG box. Possible configuration problem
21	001061FPTJ102017	00	9994	04/10/01 10:59 AM	04/10/01 04:45 PM	CLR sent within standard interval Ack delayed by apparent client Comm problem Auto clarify sent 4/10/01 11:03 am TAG T7 recs start 4/10/01 11:03 am Ack received 4/10/01 4:45 pm	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)
22	013011FPTN100010	00	9993	04/10/01 11:37 AM	04/10/01 05:16 PM	CLR sent within standard interval. Ack delayed by apparent client Comm problem Auto clarify sent 4/10/01 11:39 am Tag T7 recs start 4/10/01 11:39 am Ack received 4/10/01 5:16 pm	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)
23	017011FPTN100019	00	9993	04/04/01 11:29 AM	04/04/01 01:45 PM	Ack received within standard interval FOC sent 4/4/01 12:31 pm Ack received 4/4/01 1:45 pm	Not Late
24	006031FPTJ000011	00	9990	03/15/01 08:45 AM	03/15/01 10:53 AM	CLR sent within standard interval. Acknowledgement delayed by apparent KPMG listener problem. Auto clarify sent 3/15/01 8:47 am TAG T6 recs start 3/15/01 8:47 am Ack received 3/15/01 10:53 am	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)

# **FLORIDA OSS BELLSOUTH'S RESPONSE TO 2<sup>ND</sup> AMENDED EXCEPTION 54**

#	PON	Ver	CC	LSR Sent	CLR Received	BellSouth's Findings	Explanation
25	022011FPTJ100013	00	9993	03/15/01 08:47 AM	03/15/01 10:53 AM	CLR sent within standard interval. Acknowledgement delayed by apparent KPMG listener problem. Auto clarify sent 3/15/01 8:50 am TAG T6 recs start 3/15/01 8:50 am Ack received 3/15/01 10:53 am	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)
26	022021FPTJ100013	00	9993	03/15/01 08:53 AM	03/15/01 10:53 AM	CLR sent within standard interval. Acknowledgement delayed by apparent KPMG listener problem. Auto clarify sent 3/15/01 8:55 am TAG T6 recs start 3/15/01 8:55 am Ack received 3/15/01 10:53 am	Notack sent in < 1 min. Ack delayed by client clec notification server failure. (KPMG)
27	076012FPTH100011	00	9993	04/04/01 10:56 AM	04/04/01 12:16 PM	Ack received within standard interval FOC sent 4/4/01 10:58 am Ack received 4/4/01 12:16 pm	Not Late
28	022021FPTJ102016	00	9993	03/30/01 04:02 PM	03/30/01 05:15 PM	Ack received within standard interval FOC sent 3/30/01 4:30 pm Ack received 3/30/01 5:15 pm	Not Late
29	006061FPTN002012	00	9990	03/15/01 05:09 PM	03/15/01 06:16 PM	Reject sent within standard interval Reject sent 3/15/01 5:10 pm  TAG T6 rec sent 3/15/01 6:16 pm Ack received 3/15/01 6:16 pm	Communication failure of notification between Leo and Tag. (BLS)  Cause: Navigator Connectivity problem with TAG box
30	006031FPTJ000012	00	9990	03/15/01 05:09 PM	03/15/01 06:16 PM	CLR sent within standard interval. Auto clarify sent 3/15/01 5:11 pm  TAG T6 rec sent 3/15/01 6:16 pm Ack received 3/15/01 6:16 pm	Communication failure of notification between Leo and Tag. (BLS)  Cause: Navigator connectivity problem with TAG box
31	022021FPTJ100014	00	9993	03/15/01 05:09 PM	03/15/01 06:16 PM	CLR sent within standard interval. . Auto clarify sent 3/15/01 5:11 pm  TAG T6 rec sent 3/15/01 6:16 pm Ack received 3/15/01 6:16 pm	Communication failure of notification between Leo and Tag. (BLS)  Cause: Navigator connectivity problem with TAG box
32	022011FPTJ100014	00	9993	03/15/01 05:09 PM	03/15/01 06:16 PM	CLR sent within standard interval. Auto clarify sent 3/15/01 5:11 pm  TAG T6 rec sent 3/15/01 6:16 pm Ack received 3/15/01 6:16 pm	Communication failure of notification between Leo and Tag. (BLS)  Cause: Navigator connectivity problem with TAG box

## **FLORIDA OSS BELLSOUTH'S RESPONSE TO 2<sup>ND</sup> AMENDED EXCEPTION 54**

### **Exception 54 Summary:**

Of the 32 PONs listed in this amendment, BLS findings are as follows:

**KPMG Failures = 19: Notification acknowledgement sent in less than 1 minute.**

**Acknowledgement delayed by client CLEC notification server failure:**

The notification was routed back to KPMG in under one minute. The notification was not received by KPMG due to one of the following reasons:

- 1) KPMG Notification Server was down or being restarted.
- 2) KPMG Client Notification Server was not responding to the request.
- 3) Network issues prevented communication of the notification.

**BLS Failures = 10: Delays between LEO and TAG :**

Of the ten failures, eight occurred on 3/15/01. Logs indicate Navigator experienced connectivity problems to TAG box SOF00298 throughout the day that delayed processing.

The remaining two on 03/20 appear to be due to a configuration problem between LEO and one TAG box. Problem was corrected by noon on 3/20.

**No Failure = 3: Notification sent within one hour window**

Logs indicate these notifications were sent back to KPMG within one hour of receipt of LSR.